

SERVICE MAP

Device-as-a-Service issues or questions?
Director of End User Services
Jalen Byford
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We are committed to ensuring connection with OMES IS when you need help. Use the following service map for escalation tiers.

Tier 1 Contact the OMES Service Desk



Support Portal

Visit servicedesk.ok.gov to request services, report issues and review FAQs. Log in to see updates on your current service requests or communicate with an assigned tech.



Email or phone support

Local: 405-521-2444
Toll-Free: 866-521-2444
Email: ServiceDesk@omes.ok.gov



Chat support

servicedesk.ok.gov Select live chat and type **speak with a live agent** to start a session.

Security

Safeguarding and protecting state data and applications.

- Endpoint security.
- Compliance/privacy.
- Forensics/incident response.

Customer Success

Support computers, laptops, tablets, phones and software.

- Ordering and installation.
- Troubleshooting.
- Lifecycle management.
- Mobile devices.
- User provisioning.

Network & Servers

Build and support infrastructure for state data and applications.

- Network connectivity.
- Servers and storage.
- Phones and call center systems.
- Cabling.

Applications

Build, maintain and support applications and web services.

- Citizen experience and web services.
- Custom, enterprise and legacy applications.
- Maintenance.

Data

Support data integration and data standards.

- Governance.
- Data standards.
- Data sharing and exchange.

Administration

Support administrative tasks for delivery of tech services.

- Project management and analysis.
- Legal services.
- Financial services.
- Outreach.

Tier 2 Contact technical account manager or tam@omes.ok.gov

Julian Thompson
julian.thompson@omes.ok.gov
405-227-0337

Judy Jackson
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405-249-2858

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405-227-0337

Tier 3 Contact chief officer or director

Chief Information Security Officer
Michael Toland
michael.toland@omes.ok.gov
405-615-6372

Customer Success Senior Director
Aleta Seaman
aleta.seaman@omes.ok.gov
405-248-7943

Network and Server Senior Director
Joshua Swenson
joshua.swenson@omes.ok.gov
405-424-8917

Application and Data Services Senior Director
VACANT

Chief Administrative Officer
Lauren Kelliher
lauren.kelliher@omes.ok.gov
817-896-2502

Tier 4 Contact state chief information officer

State CIO Joe McIntosh · Office: 405-898-0717 · Cell: 405-219-9382 · joe.mcintosh@omes.ok.gov

Tier 5 Contact Information Technology Operations Command Center (ITOCC)

Escalate to ITOCC for an agencywide emergency outage affecting multiple teams or locations. Call **405-522-9444**.

IT Operations supports disaster recovery, business continuity and major incidents as well as provides operational management for technology changes, problems and events.

IT Operations Senior Director Aleta Seaman · 405-248-7943 · aleta.seaman@omes.ok.gov